Durg	10. Ambarkar Chowki PO
	11. Gundardehi PO
Ujjain	12. Shujal Mandi PO
Indore	13. R.S.S. Nagar (Nandanagar PO)
	14. Pithanpur PO
Balaghat	15. Katangi PO
Jhabua	16. Jhabua HPO
	17. Thandla PO
Mandsaur	18. Banpura PO
Gwalior	19 Lashkar city PO
Bhopal	20. Shapura, Bhopal PO
	21. Shivaji Nagar PO
Rajpur	22. Gariaband PO
Khandwa	23. Khandwa PO
Vidisha	24. Patharia PO
Dhar	25. Manpur PO
Bastar	26. Konda PO
Chhatarpur	27. Gulganj PO

Underground Ducts for laying Telephone Cables in Madhya Pradesh

4524. SHRI AJIT P. K. JOGI:
SHRI BEKAL UTSAHI:

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government have executed any programme of underground ducts for laying telephone cables in Madhya Pradesh; and

(b) if so, what progress has been made in the civil works so far in each district?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) Yes, Sir.

(b) Out of 45 Districts in Madhya Pradesh, ducts are being constructed in 6 Districts as per details below:—

Sl. No.	District	Duct route length completed in Kms.
1.	Indore	39.641
2.	Bhopal	4.198
3.	Gwalior	3.8
4.	Raipur	5.20
5.	Durg	9.70
6.	Jabalpur	6.0

S.T.D. facility to Village Panchayats in M.P.

4525. SHRI AJIT P.K. JOGI:
SHRI BEKAL UTSAHI:

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government propose to provide STD facility to every village panchayat in Madhya Pradesh, particularly in remote tribal districts;

(b) whether the villagers of such panchayats will have to pay subsidised charges for using STD facilities; and

(c) if so, what are the details thereof?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P.V. RANGAYYA NAIDU): (a) to (c) Government have planned to provide telephone facility to all the Panchayat Villages in the country including remote tribal districts in Madhya Pradesh progressively by 1.3.1995 subject to availability of resources.

A proposal to provide STD facility on above telephones and the charges to be paid is under consideration.

Reply of Letters by MTNL Bombay

4526. SHRI SUBRAMANIAN SWAMY: Will the Minister of COMMUNICATIONS be pleased to state;

(a) whether it is a fact that the staff of Mahanagar Telephone Nigam Limited Bombay do not reply to all the letters received from subscribers;

(b) if so, what are the reasons thereof;

(c) whether it is a fact that in the MTNL Bombay senior, officers/engineer are not easily available in their offices whenever subscribers want to talk to them on telephone;

(d) whether there is any proposal to reduce subscribers' visits to the MTNL Offices by solving many of the subscribers problems by telephone talk;

(e) if so, what are the details thereof;

(f) whether it is also a fact that many

Telephone Advisory Committee members have complained about the non-cooperation of the MTNL staff; and

(g) if so, what action MTNL proposes to take to improve its working and image?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P.V. RANGAYYA NAIDU): (a) and (b) No Sir, every efforts is made to reply all letters received from the subscribers and no letter is intentionally left unattended to.

(c) No Sir, officers are usually available in their offices between 3 to 4 P.M. to attend to complaints made in person by subscriber;

(d) and (e) Instructions have been issued to all concerned to rectify faults within 24 hours unless they are of a complex nature in which case the subscriber would be intimated about the likely time by when the defect would be rectified. Besides open house meets are held at regular intervals to redress public grievances. These measures are expected to reduce the necessity of subscribers registering their complaints in person.

(f) There is no general complaint from TAC members about any non-cooperation by MTNL staff. However, whenever there is any complaint about any deficiency in the services, immediate action is taken to set it right.

(g) The quality of telephone services in both Bombay and Delhi has improved perceptibly after the formation of MTNL and efforts are on to make the services even better.

I.S.D. Facility

4527. MAULANA OBAIDULLAH KHAN AZMI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) what are the details of ISD facilities available as on date along with the details of the codes and various type of facilities/services associated with it;

(b) what are the charges for the same for different countries; and

(c) what is Government's proposal in this regard in near future?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P.V. RANGAYYA NAIDU): (a) Sir, ISD service is available for 211 countries. Names of countries, dialling codes and pulse rates are given in the Statement (*See* below). This facility (ISD) can also be used for FAX/Data transmission.

(b) The charges for ISD calls to different countries in terms of pulse rate are given in the Statement (*See* below). The ISD calls are recorded in terms of local call units, the acarges will depend upon the duration and the unit Call rate at which a subscriber is billed.

(c) Almost all the countries in the world are already covered by ISD service. There is no specific Plan at present to connect any other country to the ISD facility in the near future.

Statement

LIST OF COUNTRIES ACCESIBLE ON ISD

S. No.	Country	Country Code	Pulse rate (in SEC)
1.	Alaska	1-809	1
2.	Albania	355	1.2
3.	Algeria	213	1.2
4.	Andorra	33628	1.2
5.	Angola	244	1.2
6.	Anguilla	1-809	1
7.	Antigua	1-809	1
8.	Argentina	54	1
9.	Aruba	[illegible]	1